

Minutes of the Health & Human Services Board & Committee

Thursday, February 16, 2012

Chairs Brandtjen and Farrell called the meeting to order at 1:00 p.m.

Committee Members Present: Supervisors Janel Brandtjen, Jim Jeskewitz, Gilbert Yerke, Mike Inda, Peter Wolff, and Kathleen Cummings. **Absent:** Pauline Jaske.

Board Members Present: Citizen Members Dennis Farrell, Dr. Peter Geiss, and Joe Vitale, and Supervisors Jim Jeskewitz, Duane Paulson, and Janel Brandtjen. Geiss left the meeting at 3:02 p.m. **Absent:** Citizen Members Michael O'Brien and Flor Gonzalez, and Supervisor Paul Decker.

Also Present: Legislative Policy Advisor Sarah Spaeth, Mental Health Advisory Committee Chair Troy Norman, Mental Health Advisory Committee Vice Chair Mary Madden, Homes for Independent Living Program Director Marybeth VanderMale, Mental Health Association Executive Director Lisa McLean, Ellen Krueger and Hannalore Davis of the Mental Health Association, Kathy Bullermann and Claudia Roska of the Addiction Resource Council, Public Health Advisory Committee Chair Lori Cronin, Public Health Supervisors Irene Ridgeman and Rosie Schroeder, Clinical Services Manager Joan Sternweis, Children & Family Services Manager Lisa Roberts, Intake & Support Services Manager Jesus Mireles, Health & Human Services Director Peter Schuler, Health & Human Services Deputy Director Antwayne Robertson, Lutheran Social Services Child and Family Interim Director Missy Kueht-Becker, and Administrative Services Manager Randy Setzer. Recorded by Mary Pedersen, County Board Office.

Committee Agenda Items

Approve Minutes of 1-12-12

MOTION: Cummings moved, second by Yerke to approve the minutes of January 12. Motion carried 6-0.

Review Correspondence

- Notice of Intent to Apply for Juvenile Accountability Block Grant Program Funding

Advisory Committee Reports

Yerke noted that Community Development Coordinator Glen Lewinski is retiring. He said the Community Development Block Grant (CDBG) Board allocated 2012 funds, usually done in October. Funds have decreased dramatically and neither Lutheran Social Services nor Easter Seals received anything this year. Instead of the taxi services receiving \$10,000 each, they will get \$8,000. Yerke indicated they gave as much funding to housing and food service programs as possible. He said the CDBG program, once heavy in public service, is changing. Strategic talks have been under way and the future of the program is unknown. Spaeth advised that the ordinance to approve 2012 allocations will come before the County Board in March.

Schedule Next Meeting Date(s)

- March 15, 2012

Announcements

Schuler said a public hearing on the Community Health Improvement Plan will be held March 27. He encouraged those present to take the survey which will be available on the Waukesha County website under Public Health.

State Legislative Update

Spaeth said there will be an additional 5% cut to Youth Aids this year. The Family Care bill passed the Senate and now goes to the Assembly. There is probably enough opposition to expand the program into other counties but there should be enough support to lift the cap.

Board Agenda Items

Approve Minutes of 1-12-12

MOTION: Vitale moved, second by Paulson to approve the minutes of January 12. Motion carried 6-0.

Advisory Committee Reports

Vitale said the Children & Family Services Advisory Committee met this morning where the majority of the discussion focused on their unmet needs presentation.

Announcements

Lori Cronin was introduced as the newest member of the Health & Human Services Board, effective February 28.

Discussion Items

Mental Health Advisory Committee Needs Presentation (Board Agenda Item)

Norman referred to his handout entitled "2013 Mental Health Advisory Committee Unmet Needs Recommendations." The following is a prioritized list of their unmet needs: 1) Support the continuation of the 2012 array and levels of services provided to Waukesha County residents including access to new psychiatric medications for both children and adults; 2) Maintain the 24-hour capacity of First Call for Help/211 System; 3) Provide for cost-of-living adjustments to residential services and support providers for individuals experiencing severe and persistent mental illness (\$40,000); 4) Increase and improve the availability of peer delivered services throughout the mental health system through training and supporting Certified Peer Specialists (\$20,000); 5) Enhance pre-employment services by developing work experience options for clients involved in community support programs (\$15,000).

Davis discussed item #2 and said they have experienced increased phone calls into the First Call for Help/211 System, particularly for housing needs. While they are able to handle all incoming calls, the preferred wait time of 30 seconds has increased to one minute. VanderMale discussed item #3 which involves a program to transition individuals out of group homes and into their own apartments. The program, among its components, ensures medication compliance which helps keep individuals out of hospitals. Schuler said we do not have enough group home beds to accommodate everyone nor should most individuals stay there on an ongoing basis. It is not in their best interests. He said this is a great program and it is vital due to dwindling resources. Krueger discussed item #4 and spoke in support of peer support programs to help individuals become productive members of society and the need to increase and improve services.

New Assessment Fee for the Intoxicated Driver Program (Tabled at 1-12-2012) (Board Agenda Item)

MOTION: Vitale moved, second by Jeskewitz to remove this item from the table. Motion carried 6-0.

Sternweis, Bullermann, and Roska were present to discuss this item. Sternweis advised that this agenda item was tabled at the last meeting, basically due to questions as to whether or not a vote was required by the Health & Human Services Board to approve proposed fee changes. According to Corporation Counsel, a vote is not required. Fee changes will be reviewed and approved by the Interagency Program for Intoxicated Drivers (IPID) Committee. Schuler noted that this committee is statutorily required.

Division Managers and Other Staff Changes (Committee and Board Agenda Item)

Schuler introduced Randy Setzer who replaced Russ Kutz as Administrative Services Manager. Setzer highlighted his background in human services, former employment, and experience. In addition, Ariane Grudzina replaced Mary Anderson as Public Health Risk Control Supervisor, Rebecca Hollister replaced Lisa Roberts as Permanency Services Supervisor, and Danielle Birdeau replaced Joan Sternweis as Treatment & Support Services Supervisor.

Public Health Advisory Committee Needs Presentation (Board Agenda Item)

Cronin, Ridgeman, and Schroeder discussed the handout entitled "Waukesha County Public Health Advisory Committee 2013 Public Health Needs Summary Request." The committee's top priority is that the Health & Human Services Board advocate for the Public Health Division to maintain its Level II status for 2013. The division's Level II status programs are the only preventive public health programs in the agency outside of the federally funded Women, Infants & Children (WIC) Program. These are the Influenza Immunization Program, Sexually Transmitted Clinic Services, Child HealthCheck Screening Program, Childhood Lead Poisoning Prevention Program, Prenatal Care Coordination Program, Walk-in Nurse Clinic Services, and the Nurse Call Center (Information and Referral Program).

Because the County supported these preventive programs in the 2012 County budget, the division became eligible for \$801,356 of Centers for Disease Control (CDC) federal funding for 2012. Any reductions in these programs could result in reduced CDC funding in the future. Throughout 2011, the division responded to several communicable disease outbreaks. These outbreaks are continuing to increase into 2012, thus the need for these Level II services and the necessary funding which has been threatened. For the health of the community and for public protection, it is recommended that all public health programs and staff be adequately funded to continue Level II status. This will require increasing the 2012 tax levy of \$2,305,559 by 3% or \$69,156.77 for 2013 to maintain Level II status.

Statistic of the Month: Centralized Intake for Birth to Three Services (Committee and Board Agenda Item)

Mireles, Roberts, and Kueht-Becker were present to discuss this item. Copies of "Centralized Intake and Support for Infants and Toddlers" were distributed. Kueht-Becker noted that Waukesha County partners with Lutheran Social Services to provide the Birth to Three program. Because of budget shortfalls, staff began reviewing the program to look for ways to become more efficient. From January 1, 2011 through mid-October, 244 children were screened and found ineligible for the program. Because these screenings take a large amount of staff time, Centralized Intake & Support was developed for this process. The average number of inquiries is about 50 per month and only about half of them are eligible for the full Birth to Three evaluation process. This new process has

eliminated an inefficiency while still supporting families and giving parents resources within the community. Families are more involved in the screening process, thus are gaining insight into typical development. Roberts said the new process matches families to their needs and “funnels” them in the right direction. It is a positive concept and helps to avoid unnecessary services.

Geiss left the meeting at 3:02 p.m.

Update on Moraine Lakes IM Consortium (Committee and Board Agenda Item)

Mireles, Robertson, and Schuler were present to discuss this item. Copies of “Moraine Lakes Consortium” were distributed. The consortium consists of five counties: Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha. There are nine other consortiums around the state. Mireles said the consortium became operational on January 3, 2012 with a call center that staffs 22 agents from the five counties involved. Call center agents enter and process changes, answers questions about policies, eligibility and community resources, and schedule appointments. All supervisors and managers are on numerous committees to keep abreast of the latest information and to share best practices and concerns. As of February 1, 2012, Waukesha County Economic Support had a total caseload size of 14,446. Schuler added that applications for these services are no longer done at the County’s Human Services Building and now must go through the consortium – a new State program.

The first five days went off without a hitch although staff are needing to tweak processes by the minute. Even though this consortium is not the largest case-wise, it has the highest volume of calls. Staff are still assessing why that is. The average call wait time for family cases is under 13 minutes for the elderly and under six minutes for the disabled. Once the consortium gets all the cases back from the Enrollment Services Center (March 31), there will be approximately 45,000 cases in our consortium. Waukesha County alone is getting 4,000 cases. Most of these cases are CORE Plan Medicaid and Foodshare for single adults. Workers who carry a caseload will have about 760 cases each once all cases are transferred. There have been issues with the Central Processing Unit in Madison including lost documents, documents being scanned to the wrong case, duplicative scanning, etc. This has impacted staff heavily in that they are spending a lot of time correcting problems and the Call Center is getting repeat calls from customers wondering why documents have not been received and processed. This is currently the biggest issue.

Future Agenda Items

Update on Peer Review and Crisis Intervention Training (Vitale)

MOTION: Vitale moved, second by Paulson to adjourn the board meeting at 3:25 p.m. Motion carried 5-0.

MOTION: Cummings moved, second by Inda to adjourn the committee meeting at 3:25 p.m. Motion carried 6-0.

Respectfully submitted,

Kathleen M. Cummings
Secretary for the Committee